

BEFORE THE TENNESSEE REGULATORY AUTHORITY
Nashville, Tennessee

December 1, 2003

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In Re: Implementation of the Federal Communications Commission's Triennial Review
Order (Nine -month Proceeding) (Switching)
Docket No. 03-00491

ACCESS INTEGRATED NETWORKS, INC.'S
RESPONSE TO BELL SOUTH TELECOMMUNICATIONS, INC.'S
FIRST SET OF SWITCHING INTERROGATORIES

INTERROGATORY NO. 1: Identify each switch owned by ACCESS INTEGRATED NETWORKS, INC. that ACCESS INTEGRATED NETWORKS, INC. uses to provide a qualifying service anywhere in Tennessee, irrespective of whether the switch itself is located in the State and regardless of the type of switch (e.g., circuit switch, packet switch, soft switch, host switch, remote switch).

RESPONSE: ACCESS does not own any switches.

Answer provided by: Tom Wright

INTERROGATORY NO. 2: For each switch identified in response to Interrogatory No. 1, please:

- (a) provide the Common Language Location Identifier ("CLLI") code of the switch;
- (b) provide the street address, including the city and state in which the switch is located;
- (c) identify the type of switch by manufacturer and model (e.g., Nortel DMS100);

- (d) state the total capacity of the switch by providing the maximum number of voice-grade equivalent lines the switch is capable of serving, based on the switch's existing configuration and component parts;
- (e) state the number of voice-grade equivalent lines the switch is currently serving based on the switch's existing configuration and component parts; and
- (f) provide information relating to the switch as contained in Telcordia's Local Exchange Routing Guide ("LERG"); or, state if the switch is not identified in the LERG.

RESPONSE: See Response to Interrogatory No. 1.

INTERROGATORY NO. 3: Identify any other switch not previously identified in Interrogatory No. 1 that ACCESS INTEGRATED NETWORKS, INC. uses to provide a qualifying service anywhere in Tennessee, irrespective of whether the switch itself is located in the State and regardless of the type of switch (e.g., circuit switch, packet switch, soft switch, host switch, remote switch). In answering this Interrogatory, do not include ILEC switches used by ACCESS INTEGRATED NETWORKS, INC. either on an unbundled or resale basis.

RESPONSE: ACCESS utilizes only ILEC switches.

Answer provided by Tom Wright

INTERROGATORY NO. 4: For each switch identified in response to Interrogatory No. 3, please:

- (a) identify the person that owns the switch;
- (b) provide the Common Language Location Identifier ("CLLI") code of the switch;

- (c) provide the street address, including the city and state in which the switch is located;
- (d) identify the type of switch by manufacturer and model (e.g., Nortel DMS100);
- (e) describe in detail the arrangement by which you are making use of the switch, including stating whether you are leasing the switch or switching capacity on the switch;
- (f) identify all documents referring or relating to the rates, terms, and conditions of ACCESS INTEGRATED NETWORKS, INC.'s use of the switch; and
- (g) provide information relating to the switch as contained in Telcordia's Local Exchange Routing Guide ("LERG"); or, state if the switch is not identified in the LERG.

RESPONSE: See Response to Interrogatory No. 3.

INTERROGATORY NO. 5: Identify by name, address, and CLLI code each ILEC wire center area, i.e., the territory served by the wire center, in which you provide qualifying service to any end user customers in Tennessee utilizing any of the switches identified in response to Interrogatory No. 1. If you assert that you cannot identify or do not know how to ascertain the boundaries of a wire center area, provide the requested information for the ILEC exchange in which your end user customer is located

RESPONSE: See Response to Interrogatory No. 1.

INTERROGATORY NO. 6: For each ILEC wire center area identified in the foregoing Interrogatory (or ILEC exchange if you do not provide the information by wire center area)

identify the total number of voice-grade equivalent lines you are providing to end user customers in that wire center area from the switches identified in response to Interrogatory 1.

RESPONSE: See Response to Interrogatory No. 1.

INTERROGATORY NO. 7: With regard to the voice-grade equivalent lines identified by ILEC wire center area (or ILEC exchange) in response to Interrogatory 6, separate the lines by end user and end user location in the following manner:

- (a) The number of end user customers to whom you provide one (1) voice-grade equivalent line;
- (b) The number of end user customers to whom you provide two (2) voice-grade equivalent lines;
- (c) The number of end user customers to whom you provide three (3) voice-grade equivalent lines;
- (d) The number of end user customers to whom you provide four (4) voice-grade equivalent lines;
- (e) The number of end user customers to whom you provide five (5) voice-grade equivalent lines;
- (f) The number of end user customers to whom you provide six (6) voice-grade equivalent lines;
- (g) The number of end user customers to whom you provide seven (7) voice-grade equivalent lines;
- (h) The number of end user customers to whom you provide eight (8) voice-grade equivalent lines;

- (i) The number of end user customers to whom you provide nine (9) voice-grade equivalent lines;
- (j) The number of end user customers to whom you provide ten (10) voice-grade equivalent lines;
- (k) The number of end user customers to whom you provide eleven (11) voice-grade equivalent lines;
- (l) The number of end user customers to whom you provide twelve (12) voice-grade equivalent lines; and
- (m) The number of end user customers to whom you provide more than twelve (12) voice-grade equivalent lines;

RESPONSE: See Response to Interrogatory No. 6.

INTERROGATORY NO. 8: Identify by name, address, and CLLI code each ILEC wire center area, i.e., the territory served by the wire center, in which you provide qualifying service to any end user customers in Tennessee utilizing any of the switches identified in response to Interrogatory No. 3. If you assert that you cannot identify or do not know how to ascertain the boundaries of a wire center area, provide the requested information for the ILEC exchange in which your end user is located.

RESPONSE: See Response to Interrogatory No. 3

INTERROGATORY NO. 9: For each ILEC wire center area identified in the foregoing Interrogatory (or ILEC exchange if you do not provide the information by wire center area) identify the total number of voice-grade equivalent lines you are providing to end user customers in that wire center area from the switches identified in response to Interrogatory No. 8.

RESPONSE: See Response to Interrogatory No. 3

INTERROGATORY NO. 10: With regard to the voice-grade equivalent lines identified by ILEC wire center area (or ILEC exchange) in response to Interrogatory 9, separate the lines by end user and end user location in the following manner:

- (a) The number of end user customers to whom you provide one (1) voice-grade equivalent line;
- (b) The number of end user customers to whom you provide two (2) voice-grade equivalent lines;
- (c) The number of end user customers to whom you provide three (3) voice-grade equivalent lines;
- (d) The number of end user customers to whom you provide four (4) voice-grade equivalent lines;
- (e) The number of end user customers to whom you provide five (5) voice-grade equivalent lines;
- (f) The number of end user customers to whom you provide six (6) voice-grade equivalent lines;
- (g) The number of end user customers to whom you provide seven (7) voice-grade equivalent lines;
- (h) The number of end user customers to whom you provide eight (8) voice-grade equivalent lines;
- (h) The number of end user customers to whom you provide nine (9) voice-grade equivalent lines;
- (i) The number of end user customers to whom you provide ten (10) voice-grade equivalent lines;

- (j) The number of end user customers to whom you provide eleven (11) voice-grade equivalent lines;
- (k) The number of end user customers to whom you provide twelve (12) voice-grade equivalent lines; and
- (l) The number of end user customers to whom you provide more than twelve (12) voice-grade equivalent lines;

RESPONSE: See Response to Interrogatory No. 9.

INTERROGATORY NO. 11: Identify by name, address, and CLLI code each ILEC wire center area, i.e., the territory served by the wire center, in which you provide qualifying service to any end user customers in Tennessee using an ILEC's switch either on an unbundled or resale basis. If you assert that you cannot identify or do not know how to ascertain the boundaries of a wire center area, provide the requested information for the ILEC exchange in which your end user customer is located.

RESPONSE: ACCESS has attempted to gather such data from its systems, but contends that BellSouth, as the vendor, should have this information by wire center and ACCESS further contends that BellSouth's vendor information is probably more accurate. The information that ACCESS was able to gather from its systems is attached as Attachment 1.

Answer provided by Mark Ozanick

INTERROGATORY NO. 12: For each ILEC wire center area identified in the foregoing Interrogatory (or ILEC exchange if you do not provide the information by wire center area) identify the total number of voice-grade equivalent lines you are providing to end user customers in that wire center area using an ILEC's switch either on an unbundled or resale basis.

RESPONSE: Please see answer to Interrogatory 11 which ACCESS incorporates by reference as response to this interrogatory.

Answer provided by Mark Ozanick

INTERROGATORY NO. 13: With regard to the voice-grade equivalent lines identified by ILEC wire center area (or ILEC exchange) in response to Interrogatory 12, separate the lines by end user and end user location in the following manner:

- (a) The number of end user customers to whom you provide one (1) voice-grade equivalent line;
- (b) The number of end user customers to whom you provide two (2) voice-grade equivalent lines;
- (c) The number of end user customers to whom you provide three (3) voice-grade equivalent lines;
- (d) The number of end user customers to whom you provide four (4) voice-grade equivalent lines;
- (e) The number of end user customers to whom you provide five (5) voice-grade equivalent lines;
- (f) The number of end user customers to whom you provide six (6) voice-grade equivalent lines;
- (g) The number of end user customers to whom you provide seven (7) voice-grade equivalent lines;
- (h) The number of end user customers to whom you provide eight (8) voice-grade equivalent lines;

- (i) The number of end user customers to whom you provide nine (9) voice-grade equivalent lines;
- (j) The number of end user customers to whom you provide ten (10) voice-grade equivalent lines;
- (k) The number of end user customers to whom you provide eleven (11) voice-grade equivalent lines;
- (l) The number of end user customers to whom you provide twelve (12) voice-grade equivalent lines; and
- (m) The number of end user customers to whom you provide more than twelve (12) voice-grade equivalent lines;

RESPONSE: ACCESS has attempted to gather such data from its systems, but contends that BellSouth, as the vendor, should have this information by wire center and ACCESS further contends that BellSouth's vendor information is probably more accurate. The information that ACCESS was able to gather from its systems is attached as Attachment 2.

Answer provided by Jonathan Goff

INTERROGATORY NO. 14: Do you offer to provide or do you provide switching capacity to another local exchange carrier for its use in providing qualifying service anywhere in the nine states in the BellSouth region. If the answer to this Interrogatory is in the affirmative, for each switch that you use to offer or provide such switching capacity, please:

- (a) Provide the Common Language Location Identifier ("CLLI") code of the switch;
- (b) Provide the street address, including the city and state in which the switch is located;

- (b) Identify the type of switch by manufacturer and model (e.g., Nortel DMS100);
- (c) State the total capacity of the switch by providing the maximum number of voice-grade equivalent lines the switch is capable of serving, based on the switch's existing configuration and component parts;
- (d) State the number of voice-grade equivalent lines the switch is currently serving based on the switch's existing configuration and component parts; and
- (e) Identify all documents referring or relating to the rates, terms, and conditions of ACCESS INTEGRATED NETWORKS, INC.'s provision of switching capability.

RESPONSE: ACCESS does not offer or provide switching capacity to any other local exchange carriers.

Answer provided by Tom Wright

INTERROGATORY NO. 15: Identify every business case in your possession, custody or control that evaluates, discusses, analyzes or otherwise refers or relates to the offering of a qualifying service using: (1) the Unbundled Network Element Platform (UNE-P), (2) self-provisioned switching, (3) switching obtained from a third party provider other than an ILEC, or (4) any combination of these items.

RESPONSE: As stated in preliminary Objections filed on November 6, 2003, ACCESS objects to Interrogatory No. 15 on the grounds it seeks information that is irrelevant to the issues in this case, and is not reasonably calculated to lead to the discovery of admissible evidence, inasmuch as the FCC has determined in the Triennial Review Order that the impairment analysis to be conducted by the Commission is not to be based on individual carriers' business models.

ACCESS further objects on the grounds the interrogatory seeks discovery of proprietary and confidential business information.

Objection by Counsel for ACCESS.

INTERROGATORY NO. 16: Identify any documents that you have provided to any of your employees or agents, or to any financial analyst, bank or other financial institution, shareholder or any other person that describes, presents, evaluates or otherwise discusses in whole or part, how you intend to offer or provide local exchange service, including but not limited to such things as the markets in which you either do participate or intend to participate, the costs of providing such service, the market share you anticipate obtaining in each market, the time horizon over which you anticipate obtaining such market share, and the average revenues you expect per customer.

RESPONSE: As stated in preliminary Objections filed on November 6, 2003, ACCESS objects to Interrogatory No. 16 on the grounds it seeks information that is irrelevant to the issues in this case and is not reasonably calculated to lead to the discovery of admissible evidence, given the FCC's ruling in the Triennial Review Order that the impairment analysis is not to be based on individual carriers' business models. ACCESS also objects on the grounds the interrogatory asks for proprietary and confidential business information.

Objection by Counsel for ACCESS

INTERROGATORY NO. 17: If not identified in response to a prior Interrogatory, identify every document in your possession, custody, or control referring or relating to the financial viability of self-provisioning switching in your providing qualifying services to end user customers.

RESPONSE: ACCESS objects to Interrogatory No. 17 on the grounds it seeks information that is irrelevant to the issues in this case and is not reasonably calculated to lead to the discovery of admissible evidence, given the FCC's ruling in the Triennial Review Order that the impairment analysis is not to be based on individual carriers' business models. ACCESS also objects on the grounds the interrogatory asks for proprietary and confidential business information. Notwithstanding this objection, and without waiving it, ACCESS states there are no responsive documents to be identified as Access Integrated Networks, Inc. has not performed an analysis of the financial viability of self-provisioning switching to our end users.

Objection by Counsel for ACCESS

INTERROGATORY NO. 18: Do you have switches that are technically capable of providing, but are not presently being used to provide, a qualifying service in Tennessee? If the answer to this Interrogatory is in the affirmative, please:

- (a) provide the Common Language Location Identifier ("CLLI") code of the switch;
- (b) provide the street address, including the city and state in which the switch is located;
- (c) identify the type of switch by manufacturer and model (e.g., Nortel DMS100);
- (d) state the total capacity of the switch by providing the maximum number of voice-grade equivalent lines the switch is capable of serving, based on the switch's existing configuration and component parts;
- (e) state the number of voice-grade equivalent lines the switch is currently serving based on the switch's existing configuration and component parts; and

(e) identify any documents in your possession, custody or control that discuss, evaluate, analyze or otherwise refer or relate to whether those switches could be used to provide a qualifying service in Tennessee.

RESPONSE: No. ACCESS has no switches.

Answer provided by Tom Wright

INTERROGATORY NO. 19: Identify each MSA in Tennessee where you are currently offering a qualifying service without regard to whether you are offering the service using your own facilities, UNE-P, resale, or in some other fashion.

RESPONSE: ACCESS provides service to at least one customer in every Tennessee MSA (as defined by the Office of Management and Budget Bulletin No. 03-04 dated June 6, 2003) as shown below.

Chattanooga Metro (GA & TN)
Clarksville Metro (KY & TN)
Cleveland Metro
Jackson Metro
Kingsport-Bristol Metro
Knoxville Metro
Memphis Metro
Morristown Metro
Nashville-Davidson--Murfreesboro Metro

Answer provided by Mark Ozanick

INTERROGATORY NO. 20: If you offer a qualifying service outside of the MSAs identified in response to Interrogatory 19, identify those geographic areas either by describing those areas in words or by providing maps depicting the geographic areas in which you offer such service, without regard to whether you are offering the service using your own facilities, UNE-P, resale, or in some other fashion.

RESPONSE: ACCESS offers qualifying service outside of the MSAs identified in response to Interrogatory 19. ACCESS identifies these geographic areas as “counties”.

ACCESS provides service to at least one customer in each of the following counties:

Bedford	Hancock	Marshall
Benton	Hardeman	Maury
Campbell	Hardin	McMinn
Carroll	Haywood	McNairy
Claiborne	Henderson	Meigs
Cocke	Henry	Monroe
Coffee	Humphreys	Moore
Crockett	Lake	Obion
Dyer	Lauderdale	Rhea
Franklin	Lawrence	Roane
Gibson	Lewis	Sevier
Giles	Lincoln	Weakley

Answer provided by Mark Ozanick

INTERROGATORY NO. 21: Describe with particularity the qualifying services that you offer in the geographic areas described in response to Interrogatories 19 and 20, including the rates, terms, and conditions under which such services are offered. If the qualifying services you offer in those areas vary by area, provide a separate statement of services offered and the rates, terms, and conditions for such services in each area. If this information is contained on a publicly available web site that clearly identifies the relevant geographic areas and identifies the relevant rates, terms and conditions for such areas, it will be a sufficient answer to identify that web site. It will not be a sufficient response if the web site requires the provision of a telephone number or series of telephone numbers in order to identify the geographic area in which you provide such service, or the rates, terms and conditions upon which service is provided.

RESPONSE: See Attachment 3, pages 43 - 64 of Access’s tariff, Section 3 Description of Service, copies of which are attached and which Access incorporates by reference as its answer to this interrogatory.

Answer provided by Sharyl Fowler

INTERROGATORY NO. 22: Identify each MSA in Tennessee where you are currently offering a non-qualifying service without regard to whether you are offering the service using your own facilities, UNE-P, resale, or in some other fashion.

RESPONSE: By agreement of BellSouth and AIN (via CompSouth) this question has been withdrawn

INTERROGATORY NO. 23: If you offer a non-qualifying service outside of the MSAs identified in response to Interrogatory 22, identify those geographic areas either by describing those areas in words or by providing maps depicting the geographic areas in which you offer such service, without regard to whether you are offering the service using your own facilities, UNE-P, resale, or in some other fashion.

RESPONSE: By agreement of BellSouth and AIN (via CompSouth) this question has been withdrawn

INTERROGATORY NO. 24: Describe with particularity the non-qualifying services that you offer in the geographic areas described in response to Interrogatories 22 and 23, including the rates, terms, and conditions under which such services are offered. If the non-qualifying services you offer in those areas vary by area, provide a separate statement of services offered and the rates, terms, and conditions for such services in each area. If this information is contained on a publicly available web site that clearly identifies the relevant geographic areas and identifies the relevant rates, terms and conditions for such areas, it will be a sufficient answer to identify that web site. It will not be a sufficient response if the web site requires the provision of a telephone number or series of telephone numbers in order to identify the geographic area in which you provide such service, or the rates, terms and conditions upon which service is

provided. By agreement of BellSouth and AIN (via CompSouth) this question has been withdrawn

RESPONSE: By agreement of BellSouth and AIN (via CompSouth) this question has been withdrawn

INTERROGATORY NO. 25: Please state the total number of end users customers in the State of Tennessee to whom you only provide qualifying service.

RESPONSE: Total end users in TN to whom we provide only qualifying service - 5,749.

Answer provided by Jonathan Goff

INTERROGATORY NO. 26: For those end user customers to whom you only provide qualifying service in the State of Tennessee, please state the average monthly revenues you receive from each such end user customer.

RESPONSE: ACCESS interprets the Interrogatory to refer to an aggregate number. If BellSouth intends to require ACCESS to calculate monthly revenues for each customer, then the response would be that ACCESS does not track revenue in this manner. In the form that ACCESS does track revenue, the average monthly revenue for customer to whom ACCESS provides qualifying service is, on a per line basis, for TN for 2003 is \$54.55 and for 2002 is \$51.68.

Answer provided by Rocky Davidson

INTERROGATORY NO. 27: For those end user customers to whom you only provide qualifying service in the State of Tennessee, please state the average number of lines that you provide each such end user customer.

RESPONSE: For the total 5,749 end users in the State of Tennessee to whom we provide only qualifying service, the average number of lines per end user is 2.74 lines.

Answer provided by Jonathan Goff

INTERROGATORY NO. 28: Please state the total number of end users customers in the State of Tennessee to whom you only provide non-qualifying service.

RESPONSE: By agreement of BellSouth and AIN (via CompSouth) this question has been withdrawn

INTERROGATORY NO. 29: For those end user customers to whom you only provide non-qualifying service in the State of Tennessee, please state the average monthly revenues you receive from each such end user customer.

RESPONSE: By agreement of BellSouth and AIN (via CompSouth) this question has been withdrawn

INTERROGATORY NO. 30: Please state the total number of end users customers in the State of Tennessee to whom you provide both qualifying and non-qualifying service.

RESPONSE: ACCESS provides both qualifying and non-qualifying service to 4,835 end users in the state of Tennessee.

Answer provided by Jonathan Goff

INTERROGATORY NO. 31: For those end user customers to whom you provide qualifying and non-qualifying service in the State of Tennessee, please state the average monthly revenues you receive from each such end user customer.

RESPONSE: ACCESS interprets the Interrogatory to refer to an aggregate number. If BellSouth intends to require ACCESS to calculate monthly revenues for each customer, then the response would be that ACCESS does not track revenue in this manner. In the form that

ACCESS does track revenue, the average monthly revenue for customer to whom ACCESS provides qualifying and non-qualifying service is, on a per line basis, for TN for 2003 is \$64.76 and for 2002 is \$64.58.

Answer provided by Rocky Davidson

INTERROGATORY NO. 32: For those end user customers to whom you provide qualifying and non-qualifying service in the State of Tennessee, please state the average number of lines that you provide each such end user customer.

RESPONSE: For the total 4,835 end users in the State of Tennessee to whom we provide both qualifying and non-qualifying service, the average number of lines per end user is 2.66 lines.

Answer provided by Jonathan Goff

INTERROGATORY NO. 33: Please provide a breakdown of the total number of end user customers served by ACCESS INTEGRATED NETWORKS, INC. in Tennessee by class or type of end user customers (e.g., residential customers, small business customers, mass market customers, enterprise customers, or whatever type of classification that you use to classify your customers. For each such classification, and/or if you provide another type of classification, define and describe with specificity the classification so that it can be determined what kinds of customers you have in each classification).

RESPONSE: ACCESS has only two classifications of service – Business and Residential. There are 3578 end users having business service,, 431 end users having residential service, and 178 end users having both business and residential service . For the definition and description of these classifications, please see pages 43 – 64 (attached) of ACCESS's tariff filed with the Tennessee Public Service Commission.

Answer provided by Jonathan Goff and Sharyl Fowler

INTERROGATORY NO. 34: For each class or type of end user customer referenced in Interrogatory No. 33, please state the average acquisition cost for each such end user class or type. Please provide this information for each month from January 2000 to the present.

RESPONSE: ACCESS interprets the Interrogatory to refer to an aggregate number. If BellSouth intends to require ACCESS to calculate acquisition costs on a "per class" basis, then the response would be that ACCESS does not track revenue in this manner. In the form that ACCESS does track acquisition costs, ACCESS has attempted to gather such data to the degree that such data exists. ACCESS' average monthly acquisition cost for 2003 is \$189.40. Please see attached documentation that ACCESS incorporates by reference as response to this interrogatory.

Answer provided by Rocky Davidson

INTERROGATORY NO. 35: For each class or type of end user customer referenced in Interrogatory No. 33, please state the typical churn rate for each such end user class or type. Please provide this information for each month from January 2000 to the present.

RESPONSE: ACCESS interprets the Interrogatory to refer to an aggregate number. If BellSouth intends to require ACCESS to calculate churn on a "per class" basis, then the response would be that ACCESS does not track revenue in this manner. In the form that ACCESS does track churn, ACCESS has attempted to gather such data to the degree that such data exists. ACCESS' average monthly churn rate for 2003 is 3.71%. Please see attached documentation that ACCESS incorporates by reference as response to this interrogatory.

Answer provided by Rocky Davidson

INTERROGATORY NO. 36: For each class or type of end user customer referenced in Interrogatory No. 33, please state the share of the local exchange market you have obtained. Please provide this information for each month from January 2000 to the present.

RESPONSE: There are no such documents. ACCESS does not track market share, as we do not have the information necessary to do so.

Answer provided by Tom Wright

INTERROGATORY NO. 37: Identify any documents in your possession, custody or control that evaluate, discuss or otherwise refer or relate to your cumulative market share of the local exchange market in Tennessee.

RESPONSE: ACCESS does not track market share, as we do not have the information necessary to do so.

Answer provided by Tom Wright

INTERROGATORY NO. 38: Identify any documents in your possession, custody or control that evaluate, discuss or otherwise refer or relate to any projections that you have made regarding your cumulative market share growth in the local exchange market in Tennessee.

RESPONSE: There are no such documents. ACCESS does not track market share, as we do not have the information necessary to do so.

Answer provided by Tom Wright

INTERROGATORY NO. 39: Describe how the marketing organization that is responsible for marketing qualifying service in Tennessee is organized, including the organization's structure, size in terms of full time or equivalent employees including contract and temporary employees, and the physical work locations for such employees. In answering this Interrogatory, please state whether you utilize authorized sales representatives in your marketing

efforts in Tennessee, and, if so, describe with particularity the nature, extent, and rates, terms, and conditions of such use.

RESPONSE: As stated in preliminary Objections filed November 6, 2003, ACCESS objects to Interrogatory No. 39 on the grounds that it seeks information that is irrelevant to the issues in the case and is not reasonably calculated to lead to the discovery of admissible evidence, given that the FCC has ruled the impairment analysis is not to be based on individual carriers' business models. ACCESS also objects on the grounds the interrogatory seeks disclosure of confidential and proprietary business information. ACCESS further objects to the question as framed because it is unduly burdensome and oppressive. ACCESS literally has hundreds of different arrangements with its field representatives. To identify each and every such variation would be unduly burdensome, oppressive, and excessively time consuming.

Objection by Counsel for ACCESS

INTERROGATORY NO. 40: How do you determine whether you will serve an individual customer's location with multiple DSOs or whether you are going to use a DS1 or larger transmission system? Provide a detailed description of the analysis you would undertake to resolve this issue, and identify the factors that you would consider in making this type of a decision.

RESPONSE: ACCESS does not make this determination. Decisions of this nature are made by the customer.

Answer provided by Tom Wright

INTERROGATORY NO. 41: Is there a typical or average number of DSOs at which you would chose to serve a particular customer with a DS1 or larger transmission system, all other

things being equal? If so, please provide that typical or average number and explain how this number was derived.

RESPONSE: AIN does not make this determination. Decisions of this nature are made by the customer.

Answer provided by Tom Wright

INTERROGATORY NO. 42: What additional equipment, if any, would be required (on the customer's side of the demarcation point rather than on network side of the demarcation point) to provide service to a customer with a DS1 rather than multiple DS0s? For instance, if a customer had 10 DS0s, and you want to provide the customer with the same functionality using a DS1, would a D-4 channel bank, or a digital PBX be required in order to provide equivalent service to the end user that has 10 DS0s? If so, please provide the average cost of the equipment that would be required to provide that functional equivalency (that is, the channel bank, or the PBX or whatever would typically be required should you decide to serve the customer with a DS1 rather than multiple DS0s.)

RESPONSE: ACCESS does not provide customer premise equipment, nor do we determine what type of equipment the customer's choice of service would require. Decisions of this nature are made by the customer.

Answer provided by Tom Wright

INTERROGATORY NO. 43: What cost of capital do you use in evaluating whether to offer a qualifying service in a particular geographic market and how is that cost of capital determined?

RESPONSE: ACCESS's business policy is to provide service wherever requested in BellSouth's service area. ACCESS does not differentiate among locations within its overall service area based on cost of capital considerations.

Answer provided by Tom Wright

INTERROGATORY NO. 44: With regard to the cost of capital you use in evaluating whether to provide a qualifying service in a particular geographic market, what are the individual components of that cost of capital, such as the debt-equity ratio, the cost of debt and the cost of equity?

RESPONSE: Please see the answer to Interrogatory 43 above, which ACCESS incorporates by reference as its answer to this interrogatory.

INTERROGATORY NO. 45: In determining whether to offer a qualifying service in a particular geographic market, what time period do you typically use to evaluate that offer? That is, do you use one year, five years, ten years or some other time horizon over which you evaluate the project?

RESPONSE: ACCESS's policy is to offer all qualifying services in all geographic areas within its service area.

Answer provided by Tom Wright

INTERROGATORY NO. 46: Provide your definition of sales expense as that term is used in your business.

RESPONSE: ACCESS defines "sales expense" as any expense incurred in gaining a sale to a customer

Answer provided by Apryle Ovell

INTERROGATORY NO. 47: Based on the definition of sales expense in the foregoing Interrogatory, please state how you estimate sales expense when evaluating whether to offer a qualifying service in a particular geographic market?

RESPONSE: As a matter of policy, ACCESS offers its services throughout its entire service area, which is coextensive with BellSouth's service area. No such estimate is made for particular geographic markets within that area.

Answer provided by Tom Wright

INTERROGATORY NO. 48: Provide your definition of general and administrative (G&A) costs as you use those terms in your business.

RESPONSE: ACCESS defines G&A costs as an expense that can not be allocated to a specific process, but is a necessary expense to the company as a whole.

Answer provided by Apryle Ovell

INTERROGATORY NO. 49: Based on the definition of G&A costs in the foregoing Interrogatory, please state how you estimate G&A expenses when evaluating whether to offer a qualifying service in a particular geographic market?

RESPONSE: ACCESS's policy is to offer its services throughout its service area, which is coextensive with BellSouth's service area. No such estimate is made for particular geographic markets within that area.

Answer provided by Tom Wright

INTERROGATORY NO. 50: For each day since January 1, 2000, identify the number of individual hot cuts that BellSouth has performed for ACCESS INTEGRATED NETWORKS, INC. in each state in BellSouth's region.

RESPONSE: None.

Answer provided by Tom Wright

INTERROGATORY NO. 51: For each individual hot cut identified in response to Interrogatory No. 50, state:

- i. Whether the hot cut was coordinated or not;
- ii. If coordinated, whether the hot cut occurred as scheduled;
- iii. If the hot cut did not occur as scheduled, state whether this was due to a problem with BellSouth, ACCESS INTEGRATED NETWORKS, INC., the end-user customer, or some third party, and describe with specificity the reason the hot cut did not occur as scheduled;
- iv. If there was a problem with the hot cut, state whether ACCESS INTEGRATED NETWORKS, INC. complained in writing to BellSouth or anyone else.

RESPONSE: Not Applicable. See response to Interrogatory No. 50.

INTERROGATORY NO. 52: Does ACCESS INTEGRATED NETWORKS, INC. have a preferred process for performing batch hot cuts? If the answer to this Interrogatory is in the affirmative, please describe this process with particularity and identify all documents that discuss, describe, or otherwise refer or relate to this preferred process.

RESPONSE: ACCESS has never participated in this process, and thus has no experience to determine a preferred process.

Answer provided by Tom Wright

INTERROGATORY NO. 53: Does ACCESS INTEGRATED NETWORKS, INC. have a preferred process for performing individual hot cuts? If the answer to this Interrogatory is in the affirmative, please describe this process with particularity and identify all documents that discuss, describe, or otherwise refer or relate to this preferred process.

RESPONSE: Not applicable. Please see response # 52.

INTERROGATORY NO. 54: State whether AIN agrees that it jointly developed BellSouth's process for individual hot cuts with BellSouth as set forth in the parties April 16, 2001 Memorandum of Understanding. If AIN does not agree, explain why and explain AIN's view of its involvement in the development of that process.

RESPONSE:

INTERROGATORY NO. 55: If ACCESS INTEGRATED NETWORKS, INC. has a preferred process for individual hot cuts that differs from BellSouth's process, identify each specific step in ACCESS INTEGRATED NETWORKS, INC.'s process that differs from BellSouth's process.

RESPONSE: ACCESS has never participated in this process, and thus has no experience to determine a preferred process.

Answer provided by Tom Wright

INTERROGATORY NO. 56: If ACCESS INTEGRATED NETWORKS, INC. has a preferred process for bulk hot cuts that differs from BellSouth's process, identify each specific step in ACCESS INTEGRATED NETWORKS, INC.'s process that differs from BellSouth's process.

RESPONSE: Not applicable. Please see response # 55.

INTERROGATORY NO. 57: Does ACCESS INTEGRATED NETWORKS, INC. have any estimates of what a typical individual hot cut should cost? If the answer to this Interrogatory is in the affirmative, please provide that estimate, describe with particularity how that estimate was calculated, and identify all documents referring or relating to such estimates.

RESPONSE: Not applicable. See Response to Interrogatory No. 55.

INTERROGATORY NO. 58: Does ACCESS INTEGRATED NETWORKS, INC. have any estimates of what a typical bulk hot cut should cost? If the answer to this Interrogatory is in the affirmative, please provide that estimate, describe with particularity how that estimate was calculated, and identify all documents referring or relating to such estimates.

RESPONSE: Not applicable. See Response to Interrogatory No. 55.

INTERROGATORY NO. 59: What is the largest number of individual hot cuts that ACCESS INTEGRATED NETWORKS, INC. has requested in any individual central office in each of the nine BellSouth states on a single day? In answering this Interrogatory, identify the central office for which the request was made, and the number of hot cuts that were requested. State with specificity what the outcome was for each of the hot cuts in each of the central offices so described, if not provided in response to an earlier interrogatory.

RESPONSE: Not applicable. See Response to Interrogatory No. 50.

INTERROGATORY NO. 60: Does any ILEC in the BellSouth region have a batch hot cut process that is acceptable to ACCESS INTEGRATED NETWORKS, INC. or that ACCESS INTEGRATED NETWORKS, INC. believes is superior to BellSouth's batch hot cut process? If so, identify the ILEC and describe with particularity the ILEC's batch hot cut process, specifying any differences between the ILEC's batch hot cut process and BellSouth's.

RESPONSE: Not applicable. See Response to Interrogatory No. 55.

INTERROGATORY NO. 61: Does any ILEC in the BellSouth region have a cost for a batch hot cut process that is acceptable to ACCESS INTEGRATED NETWORKS, INC.? If so, name the ILEC and provide the rate and the source of the rate.

RESPONSE: Not applicable. See Response to Interrogatory No. 55.

INTERROGATORY NO. 62: Does any ILEC in the BellSouth region have an individual hot cut process that is acceptable to ACCESS INTEGRATED NETWORKS, INC. or that ACCESS INTEGRATED NETWORKS, INC. believes is superior to BellSouth's individual hot cut process? If so, identify the ILEC and describe with particularity the ILEC's individual hot cut process, specifying any differences between the ILEC's individual hot cut process and BellSouth's.

RESPONSE: Not applicable. See Response to Interrogatory No. 55.

INTERROGATORY NO. 63: Does any ILEC in the BellSouth region have a rate for an individual hot cut process that is acceptable to ACCESS INTEGRATED NETWORKS, INC.? If so, name the ILEC and provide the rate and the source of the rate.

RESPONSE: Not applicable. See Response to Interrogatory No. 55.

INTERROGATORY NO. 64: Does any ILEC outside the BellSouth region have a batch hot cut process that is acceptable to ACCESS INTEGRATED NETWORKS, INC. or that ACCESS INTEGRATED NETWORKS, INC. believes is superior to BellSouth's batch hot cut process? If so, identify the ILEC and describe with particularity the ILEC's batch hot cut process, specifying any differences between the ILEC's batch hot cut process and BellSouth's.

RESPONSE: Not applicable. ACCESS only provides service in the BellSouth region and therefore has no experience with any other ILECs, in addition ACCESS has never participated in the hot cut process.

Answer provided by Tom Wright

INTERROGATORY NO. 65: Does any ILEC outside the BellSouth region have a rate for a batch hot cut process that is acceptable to ACCESS INTEGRATED NETWORKS, INC.? If so, name the ILEC and provide the rate and the source of the rate.

RESPONSE: Not applicable. See Response to Interrogatory No. 64.

INTERROGATORY NO. 66: Does any ILEC outside the BellSouth region have an individual hot cut process that is acceptable to ACCESS INTEGRATED NETWORKS, INC. or that ACCESS INTEGRATED NETWORKS, INC. believes is superior to BellSouth's individual hot cut process? If so, identify the ILEC and describe with particularity the ILEC's individual hot cut process, specifying any differences between the ILEC's individual hot cut process and BellSouth's.

RESPONSE: Not applicable. See Response to Interrogatory No. 64.

INTERROGATORY NO. 67: Does any ILEC outside the BellSouth region have a rate for an individual hot cut process that is acceptable to ACCESS INTEGRATED NETWORKS, INC.? If so, name the ILEC and provide the rate and the source of the rate.

RESPONSE: Not applicable. See Response to Interrogatory No. 64.

INTERROGATORY NO. 68: Does ACCESS INTEGRATED NETWORKS, INC. order coordinated or non-coordinated hot cuts?

RESPONSE: To date, ACCESS has not ordered any hot cuts.

Answer provided by Tom Wright

INTERROGATORY NO. 69: Does ACCESS INTEGRATED NETWORKS, INC. use the CFA database?

RESPONSE: Not currently.

Answer provided by Tom Wright

INTERROGATORY NO. 70: Identify every issue related to BellSouth's hot cut process raised by ACCESS INTEGRATED NETWORKS, INC. at the Tennessee CLEC collaborative since October 2001.

RESPONSE: Since ACCESS has not participated in the hot cut process, we have not identified any issues.

Answer provided by Tom Wright

INTERROGATORY NO. 71: What is the appropriate volume of loops that you contend the Tennessee Public Service Commission should use in establishing a batch hot cut process consistent with FCC Rule 51.319(d)(2)(ii)? In answering this Interrogatory, please state all facts and identify all documents supporting this contention.

RESPONSE: To date, ACCESS has not participated in the hot cut process, thus has no experience by which to determine this process.

Answer provided by Tom Wright

INTERROGATORY NO. 72: What is the appropriate process that you contend the Tennessee Public Service Commission should use in establishing a batch hot cut process consistent with FCC Rule 51.319(d)(2)(ii)? In answering this Interrogatory, please state all facts and identify all documents supporting this contention.

RESPONSE: Not applicable. See Response to Interrogatory No. 71.

INTERROGATORY NO. 73: If ACCESS INTEGRATED NETWORKS, INC. disagrees with BellSouth's individual hot cut process, identify every step that ACCESS INTEGRATED NETWORKS, INC. contends is unnecessary and state with specificity why the step is unnecessary.

RESPONSE: Not applicable. See Response to Interrogatory No. 71.

INTERROGATORY NO. 74: If ACCESS INTEGRATED NETWORKS, INC. disagrees with BellSouth's bulk hot cut process, identify every step that ACCESS INTEGRATED

NETWORKS, INC. contends is unnecessary and state with specificity why the step is unnecessary.

RESPONSE: Not applicable. See Response to Interrogatory No. 71.

INTERROGATORY NO. 75: Identify by date, author and recipient every written complaint ACCESS INTEGRATED NETWORKS, INC. has made to BellSouth regarding BellSouth's hot cut process since October 2001.

RESPONSE: Not applicable. See Response to Interrogatory No. 71.

INTERROGATORY NO. 76: How many unbundled loops does ACCESS INTEGRATED NETWORKS, INC. contend BellSouth must provision per state per month to constitute sufficient volume to assess BellSouth's hot cut process?

RESPONSE: Not applicable. See Response to Interrogatory No. 71.

INTERROGATORY NO. 77: What is the appropriate information that you contend the Tennessee Public Service Commission should consider in evaluating whether the ILEC is capable of migrating multiple lines served using unbundled local circuit switching to switches operated by a carrier other than the ILEC in a timely manner in establishing a batch hot cut process consistent with FCC Rule 51.319(d)(2)(ii)? In answering this Interrogatory, please state all facts and identify all documents supporting this contention.

RESPONSE: Not applicable. See Response to Interrogatory No. 71.

Answer provided by Tom Wright

INTERROGATORY NO. 78: What is the average completion interval metric for provision of high volumes of loops that you contend the Tennessee Public Service Commission should require in establishing a batch hot cut process consistent with FCC Rule 51.319(d)(2)(ii)?

In answering this Interrogatory, please state all facts and identify all documents supporting this contention.

RESPONSE: ACCESS has no position.

Answer provided by Tom Wright

INTERROGATORY NO. 79: What are the rates that you contend the Tennessee Public Service Commission should adopt in establishing a batch hot cut process consistent with FCC Rule 51.319(d)(2)(ii)? In answering this Interrogatory, please state all facts and identify all documents supporting this contention.

RESPONSE: ACCESS has no position.

Answer provided by Tom Wright

INTERROGATORY NO. 80: What are the appropriate product market(s) that you contend the Tennessee Public Service Commission should use in implementing FCC Rule 51.319(d)(2)(i)? In answering this Interrogatory, please state all facts and identify all documents supporting this contention.

RESPONSE: Access has not formulated a position at this time.

Answer provided by Tom Wright

INTERROGATORY NO. 81: What are the appropriate geographic market(s) that you contend the Tennessee Public Service Commission should use in implementing FCC Rule 51.319(d)(2)(i)? In answering this Interrogatory, please state all facts and identify all documents supporting this contention.

RESPONSE: ACCESS has not formulated a position at this time.

Answer provided by Tom Wright

INTERROGATORY NO. 82: Do you contend that there are operational barriers within the meaning of FCC Rule 51.319(d)(2)(iii)(B)(2) that would support a finding that requesting telecommunications carriers are impaired without access to local circuit switching on an unbundled basis in a particular market? If the answer to this Interrogatory is in the affirmative, describe with particularity each such operational barrier, and state all facts and identify all documents supporting your contention.

RESPONSE: ACCESS has not formulated a position at this time.

Answer provided by Tom Wright

INTERROGATORY NO. 83: Do you contend that there are economic barriers within the meaning of FCC Rule 51.319(d)(2)(iii)(B)(3) that would support a finding that requesting telecommunications carriers are impaired without access to local circuit switching on an unbundled basis in a particular market? If the answer to this Interrogatory is in the affirmative, describe with particularity each such economic barrier, and state all facts and identify all documents supporting your contention.

RESPONSE: ACCESS has not formulated a position at this time.

Answer provided by Tom Wright

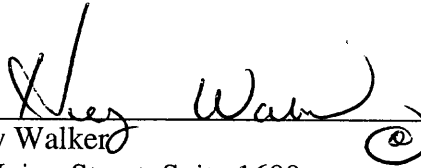
INTERROGATORY NO. 84: What is the maximum number of DS0 loops for each geographic market that you contend requesting telecommunications carriers can serve through unbundled switching when serving multiline end users at a single location that the Tennessee Public Service Commission should consider in establishing a “cutoff” consistent with FCC Rule 51.319(d)(2)(iii)(B)(4)? In answering this Interrogatory, please state all facts and identify all documents supporting this contention.

RESPONSE: ACCESS has not formulated a position at this time.

Answer provided by Tom Wright

Respectfully submitted,

BOULT, CUMMINGS, CONNERS & BERRY, PLC

By: 
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CERTIFICATE OF SERVICE

I hereby certify that on December 1, 2003, a copy of the foregoing document was serviced on the parties of record, via US mail:

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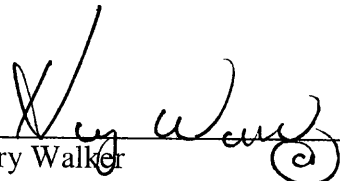
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Access Integrated Networks, Inc.
Local Exchange Services

Tennessee Tariff No. 4
Original Page 43

DESCRIPTION OF SERVICE

3.1 General

AIN will provide Local Exchange Service in the State of Tennessee as specified herein. AIN will provide services over its own facilities or will utilize the facilities, in whole or in part, of other telecommunications companies. Unless otherwise indicated, the service descriptions and rates provided herein apply to Resale Local Exchange Services and Facilities-Based Local Exchange Services

The Company's Local Exchange Services provide a Customer with a telephonic connection to, and a telephone number address on, the public switched telecommunications network. Each Exchange Access Service enables users to:

- A. receive calls from other stations on the public switched telecommunications network;
- B. access other services offered by the Company as set forth in this tariff;
- C. access certain interstate and international calling services provided by the Company;
- D. access (at no additional charge) the Company's operators and business office for service related assistance;
- E. access (at no additional charge) emergency services by dialing 0- or 9-1-1;
- F. access (at no additional charge) the telecommunications relay service (TRS) system by dialing 7-1-1; and
- G. access services provided by other common carriers that purchase the Company's switched access services as provided under the Company's Federal and State tariffs, or that maintain other types of traffic exchange arrangements with the Company.

Each Exchange Access Service is available on a "full" service basis, whereby service is delivered to a demarcation/connection block at the Customer's premises.

Material now found on page 43 was previously addressed on page 48 of T.R.A. No. 1.

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DESCRIPTION OF SERVICE

3.2 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs: 1) BellSouth Telecommunications, Inc.

3.3 Rate Groups

Charges for local services provided by the Company in certain areas may be based, in part, on the Rate Group associated with the Customers End Office. The Rate Group is determined by the total access lines and PBX trunks in the local calling area which can be reached from each End Office.

Local calling areas, Rate Group, and Band assignments are equivalent to those specified in BellSouth Telecommunications, Inc., Tennessee General Subscriber Service Tariff ("GSST").

In the event that an Incumbent LEC or the Tennessee Regulatory Authority reclassifies an exchange or End Office from one Rate Group to another, the reclassification will also apply to AIN Customers who purchase services under this tariff.

BellSouth Rate Group Equivalents

Rate Group	Exchange Access Lines and PBX Trunks In Local Calling Area - Upper Limit
1	up to 12,000
2	12,001 to 27,000
3	27,001 to 85,000
4	85,001 to 300,000
5	300,001 to 500,000

Material now found on pages 44-97 was previously addressed on pages 49-90 of T.R.A. No. 1.

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DESCRIPTION OF SERVICE

3.4 Basic Local Service Offerings (Cont'd)

3.4.2 Business Local Exchange Service

Business Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Business Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available, for an additional charge, for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

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DESCRIPTION OF SERVICE

3.4 Basic Local Service Offerings (Cont'd)

3.4.4 Direct Inward Dialing (DID) Service

Direct Inward Dialing ("DID") permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer's location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

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DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- C. Call Waiting - Basic: Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.
- D. Speed Calling: Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the a speed calling list without assistance from the Company.
- E. Call Forwarding Busy Line, Basic: Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order.
- F. Call Forwarding Don't Answer, Basic: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order.
- G. Call Forwarding Busy Line w/ Customer Control: Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.

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DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- K. Call Waiting - Deluxe: Allows the end-user to control the treatment applied to incoming calls while the Customer is off-hook on an existing call. This feature includes the capabilities of Call Waiting Basic plus additional call treatment options. Treatment options offered with Call Waiting Deluxe include:

Answer the waiting call and placing the first party on hold;
Answer the waiting call and disconnecting from the first party;
Direct the waiting caller to hold via a recording
Forward the waiting caller to another location (e.g., voice mailbox or telephone answering service)

Full utilization of Call Waiting Deluxe requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The end -user must have call Basic or Deluxe for display of calling party identification information for waiting calls. The end-user must have a Call Forwarding Don't Answer feature active in order to forward a waiting call to another location.

- L. Three Way Calling with Transfer: This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.

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DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- O. Remote Call Forwarding - Remote Call Forwarding (RCF) is a local exchange telecommunications service feature whereby all calls dialed to a telephone number equipped for RCF are automatically forwarded to another dialable exchange or 8XX Service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF Customer pays the applicable charges for the forwarded portion of the call.

Remote Call Forwarding service is offered subject to availability of suitable facilities. Remote Call Forwarding service is not offered where the terminating station is a coin telephone. The Company will not provide identification of the originating telephone number to the RCF Customer. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls.

Each Remote Call Forwarding feature allows for forwarding one call at a given time. An additional path is necessary for each additional call to be forwarded simultaneously.

- P. Multiple Directory Number Distinctive Ringing: This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing - First Number and Distinctive Ringing - Second Number). The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.

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DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- S. Call Selector: Allows a Customer to assign a maximum of 15 telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from telephone numbers on that list.
- T. Preferred Call Forwarding: Permits the end-user to automatically forward to another number calls received from up to six end-user pre-selected telephone numbers programmed into the features screening list. The end-user controls when the feature is active, the forward-to number and can add or remove calling numbers from the feature's screening list.
- U. Call Block: Allows the end-user to automatically block incoming calls from up to six end-user pre-selected telephone numbers programmed into the feature's screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end-user controls when the feature is active, and can add or remove calling numbers from the feature's screening list.
- V. Call Tracing: Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number can then be identified.

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DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- AA. User Transfer/Conferencing: A user of this feature may hold an in-progress call and complete a second call, or may add on the previously held call for a three-way conference. The feature also allows an incoming call to be transferred to another access arrangement.
- BB. Call Pickup: This feature allows a subscriber to answer a call which has been directed to another serving arrangement within the same call pickup group by dialing a code.
- CC. Call Hold: A user of this feature can place an established call on hold by depressing the switchhook and dialing a code.

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DESCRIPTION OF SERVICE

3.6 Directory Assistance and Listing Services (Cont'd)

3.6.2 Directory Listings

A. General

The following rules apply to basic listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Only information necessary to identify the Customer is included in these listings. The Company use abbreviations in listings. The Company may reject a residential listing which is judged to be advertising. It may also reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

One basic listing for each individual line service, auxiliary line or PBX system is provided at no additional charge to the Customer. A basic listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance records.

A name may be repeated in the white pages only when only when a different address or telephone number is used.

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DESCRIPTION OF SERVICE

3.6 Directory Assistance and Listing Services (Cont'd)

3.6.2 Directory Listings (Cont'd)

C. Nonlisted Service

Nonlisted service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonlisted number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonlisted number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonlisted service or the disclosing of said number to any person.

ISSUED: April 16, 2002

EFFECTIVE: May 16, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations
Access Integrated Networks, Inc.
4885 Riverside Drive, Suite 202
Macon, Georgia 31210

DESCRIPTION OF SERVICE

3.7 Local Operator Services (Cont'd)

3.7.3 Available Billing Arrangements

- A. Bill to Line - A billing arrangement whereby the originating caller may bill the charges for a call to the Company-provided local exchange line from which the call is placed. The terms and conditions of the Company apply to payment arrangements.
- B. Calling Card - A billing arrangement whereby the originating caller may bill the charges for a call to an approved LEC-issued calling card. The terms and conditions of the local exchange carrier apply to payment arrangements.
- C. Collect Billing - A billing arrangement whereby the originating caller may bill charges for a call to the called party, provided the called party agrees to accept the charges. The terms and conditions of the called party's local exchange company apply to payment arrangements.
- D. Commercial Credit Card - A billing arrangement whereby the originating caller may bill the charges for a call to an approved commercial credit card. The terms and conditions of the credit card company apply to payment arrangements.
- E. Third Party Billing - A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number. The terms and conditions of the third party's local exchange company apply to payment arrangements.

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